Can I see how students are interacting with my agent?

Agent fundamentals · https://cogniti.ai/docs/can-i-see-how-students-are-interacting-with-my-agent/

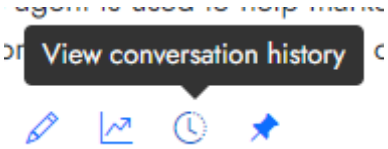
If you are the creator, or an authorised administrator, of an agent, you are able to see a **de-identified** list of conversations that users have had with that agent. You can also have AI summarise the conversations for you to quickly understand what users are asking.

This ability is important because it allows:

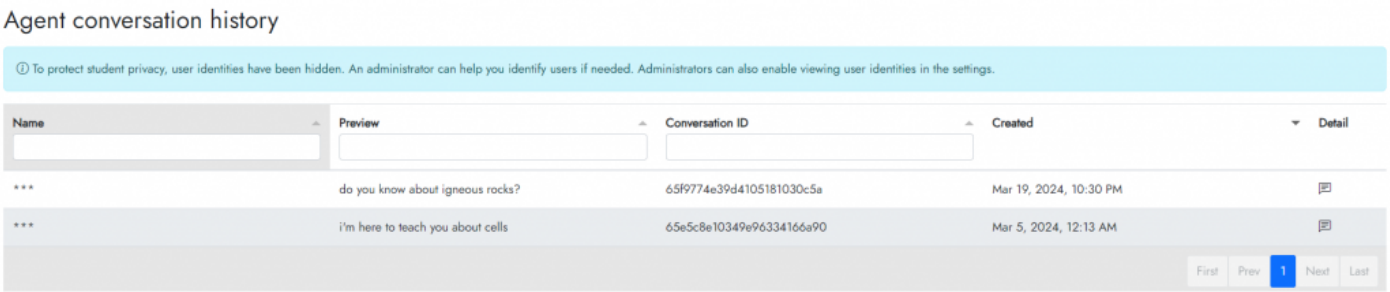
- Teachers to better understand any misconceptions that students may have, to inform their teaching
- Teachers to monitor the quality of AI responses
- Monitoring of potential abuse

View conversation history

To access the conversation history, from Agent HQ find your agent and click on the *View conversation history* icon.



This will show a list of conversations, with the identity of the user(s) blanked out.



You can view the conversation itself by clicking on the speech bubble icon on the right.

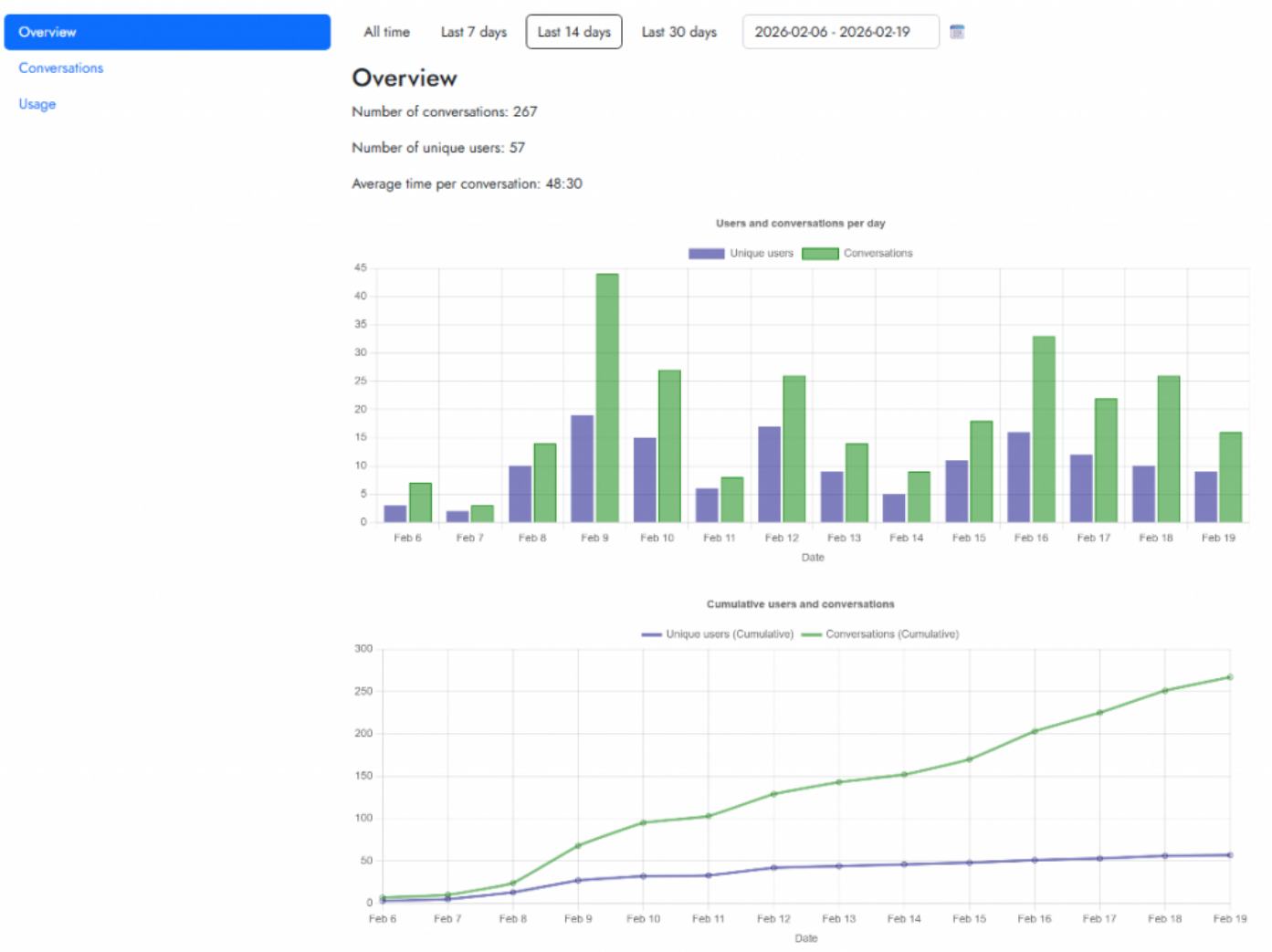
If users have flagged an AI response, or rated it positively or negatively, this will be shown in the conversation history alongside any comments that the user left as feedback.

View insights

To access agent insights, from Agent HQ find your agent and click on the *View insights* icon.



You'll see some basic stats in the *Overview* tab.



Navigate to the *Conversations* tab to see an AI-generated summary of what users are asking the agent.